12 Commission Communications

*T*he Commission releases Policy Bulletins, Operations Memos and Special Alerts to report changes in Commission practices, policy and procedures. These notices provide updated information and notify schools of changes. The Commission mails a copy to the Financial Aid Director at each campus and posts its notices to one or more of its List Services. The Commission advises school personnel to subscribe to its e-mail List Services to remain informed of new information.

The Commission may also post notices of policy changes and other information to the lists of the California Association of Student Financial Aid Administrators (CASFAA) and the California Community College Student Financial Aid Administrator's Association (CCCSFAAA).

12.1 Commission Web Site

Schools may access the Commission's Web site at *www.csac.ca.gov*. Here, the Commission places information of importance to students, parents, schools and other interested parties about the Commission's programs and services. The Commission frequently changes Web site content and features, so it is advisable to visit the Commission's Web site regularly to review the changes.

Communications Tools

Publications- This section includes Commission publications stored in the Adobe Portable Document Format (.pdf) including the most recent *Fund Your Future Workbook* for students, the *Fund Your Future Counselor Guide* designed for counselors and other student advocates and the *Fund Your Future* brochure, which provides the basics of financial aid. The Commission's *Forms and Publications Order Form* is also available here.

Operations Memos and Special Alerts- Recent Commission Operations Memos and Special Alerts are located here in Adobe Portable Document Format (.pdf).

Commission List Services

The Commission List Service feature was introduced to distribute Commission updates to school staff and others automatically. There are four lists:
➤ College Financial Aid Professionals
➤ High School Professionals
➤ WebGrants Users
➤ CSAC News – Public

How to subscribe- To subscribe to any of these lists, log on to the Commission Web site at *www.csac.ca.gov* and select the "Links" option. The "CSAC List Services" option will then become available. Selecting it displays both the professional and public list service options. Follow the instructions to subscribe.

Professional Lists- Of the four lists, three are designed specifically for college financial aid administrators and high school professionals. These three lists, "College Financial Aid Administrators (CAA)", "High School Professionals (HSP)" and "WebGrants Updates (WebGrants)" are secured with a generic ID and password.

Only college aid administrators and high school counselors or principals should subscribe to these three lists. The log-on ID and password should not be shared with students or parents. As of October 2003, the ID and password are:

Username: students
Password: 1SEC2001

This password is case sensitive and should be entered exactly as it appears. The Commission will periodically change the log-on ID and passwords. Schools will be notified of the changes via e-mail to participants and through a Commission Special Alert. Enter the log-on ID and password, then click on the "publications" link to bring up copies of all recent Commission Policy Bulletins, Operations Memos and Special Alerts.

General Information List- Students, parents, and the general public may subscribe to the public list service for general information relative to Cal Grants by subscribing to the "CSAC News" list service. Interested school staff may subscribe to this list as well. No ID or password is required to subscribe to "CSAC News."

12.2 Commission Publications

The Commission, and its auxiliary EDFUND, annually publish a number of financial aid and educational publications. These include:

➤ *Fund Your Future Workbook –* The best overall guide to student financial aid available in California. There are several state versions, a national version and one just for California. Order the California version for students in California.

➤ *Fund Your Future Counselor's Guide –* The counselor's companion guide for the workbook.

➤ *Fund Your Future Brochure –* A brochure covering the financial aid basics.

➤ *Student Aid Commission GPA Verification Form –* March 2 (G-4) and September 2 (G-4.1) versions.

➤ *Cal Grant Flyer–* Available in English, Spanish, Chinese, Vietnamese, Korean and Russian.

➤ *Cal Grant Filing Deadline Posters–* To display in your financial aid office or other areas where students gather.

➤ *Specialized Programs Brochures–* Brochures are available for each of the Commission's Specialized Programs.

➤ *GED Brochure-* For GED graduates.

➤ *GPA Infomation Release Form-* Allows high school students to release GPA information. (Available on CSAC Web site only.)

Publication Ordering Information

Shipping Center- Contact the Commission's Shipping Center staff to place orders.

Write to:
California Student Aid Commission
P.O. Box 419027
Rancho Cordova, CA 95741-9027

Shipping Center Fax:
(916) 526-8838
Shipping Center Telephone:
(916) 526-7282

A number of publications about the Cal Grant program and the application process for other kinds of California financial aid can be ordered through the CSAC and EDFUND Web sites. You can log on to *www.csac.ca.gov* or *www.edfund.org* for lists of publications.

12.3 Outreach and Training

The Commission provides training on Cal Grants and general financial aid at numerous times throughout the year. Log on to the Commission Web site at *csac.ca.gov/schools/training* for training session information and a variety of training resources.

Schools may request specialized training on an as-needed basis. Commission training sessions can be scheduled to coincide with workshops and presentations at various education and outreach conferences.

Approved Certification Workshops

In accordance with the California Education Code, the Commission is responsible for the certification of seminars and workshops designed for financial aid office staff at private postsecondary educational institutions that do not grant degrees. Financial aid directors and officers at these schools must document completion, within the previous two years, of a training seminar or workshop certified by the Commission. *(C.E.C. 94920 (b)(4)(B), (5)(A)).*

Contact the Outreach and Training Division for a list of those agencies and individuals who have been certified to provide such training.

12.4 Calendar, Division Hours and Contact Information

Calendar

Each year, the Commission publishes a list of observed holidays. Although normal Commission business will not be conducted on those days, the Grant Delivery System will continue to operate and WebGrants access will continue. A calendar of scheduled WebGrants processing periods is available on the WebGrants Web site. The calendar shows when the system will be available for update access.

Telephone Hours

Grant Services Division telephone hours are 8:00 a.m. to 4:55 p.m., Monday, Tuesday, Wednesday and Friday. On Thursday, the hours are 9:00 a.m. to 4:55 p.m.

Mailing Addresses

Regular mail:
California Student Aid Commission
 Grant Services Branch
 P.O. Box 419027
 Rancho Cordova, CA 95741-9027

Overnight mail:
California Student Aid Commission
 Grant Services Branch
 10811 International Drive
 Rancho Cordova, CA 95741

E-mail Addresses

Grant Services e-mail address:
custsvcs@csac.ca.gov

Specialized Programs e-mail address:
specialized@csac.ca.gov

Outreach and Training e-mail address:
otdtraining@csac.ca.gov

Technology Help Desk e-mail address:
csachelpdesk@csac.ca.gov

Telephone Numbers

Customer Service:
Students - (888) 224-7268
              (916) 526-7590
Schools -   (888) 294-0153

Customer Service Fax:
Students- (916) 526-8004
Schools-   (916) 526-8002

Legal Services and Governmental Relations
(916) 526-8918

Policy and Research
(916) 526-7991

Technology Help Desk
(888) 294-0148
(916) 526-8989

Outreach and Training
(916) 526-8920